



# Washington State Home Care Quality Authority

## Highlights and Goodbye

By Sherri Wills-Green, Acting Executive Director

June 2010

### Inside This Issue

- 2 Highlights continued
- 2 Veteran's Pilot Program
- 3 Referral Registry New Home
- 3 Registry Map & Resources

With the closure of the Home Care Quality Authority (HCQA) right around the corner, I want to take this opportunity to bring you up-to-date on the next steps. Although funding for HCQA was eliminated in the Supplemental Operating Budget this legislative session, money was allocated to DSHS to continue the Referral Registry operations. On July 1, 2010, the Home Care Referral Registry's will be administered by Aging and Disabilities Service Administration (ADSA) within the Home and Community Services division. Vicki Payne and Lisa Livingston will transition with the Referral Registry program to DSHS. We are fortunate that they will carry the historical knowledge of the Referral Registry with them, ensuring the same level of quality service.

The Referral Registry offices throughout the state will remain the same and service for consumers and providers will continue uninterrupted. Our toll free number (800-970-5456) will still reach all Registry offices. The HCQA web site address will change to [www.hcrr.wa.gov](http://www.hcrr.wa.gov).

These past eight years have been busy and productive for HCQA. Beginning in 2001 when voters passed the initiative that created the Home Care Quality Authority, a consumer board was created to guide and direct staff in the process of meeting our statutory obligations, including creating the Home Care Referral Registries. We've faced many hurdles and been successful in meeting our goals but most importantly, we have helped individuals find a solution that allows them to stay in their own homes as their abilities change. We are proud of our accomplishments and thank all who supported and guided us along the way.

We'd like to thank specifically the following parties or individuals who took the time to write to the governor early in the legislative session advocating for HCQA and the Referral Registries:

Northwest Paralyzed Veterans of America, AARP Washington, Alzheimer's Association of Western and Central Washington, Disability Rights Washington, PAS-Port for Change, , Aging and Long Term Care of Southeast Washington, Southwest Washington Agency on Aging and Disabilities, Olympic Area Agency on Aging, Aging and Long Term Care of Eastern Washington, Lewis, Mason Thurston Area Agency on Aging, Washington State Independent Living Council, Washington Long-Term Care Ombudsman Program, Washington State Developmental Disabilities Council, Resident Councils of Washington, Eldercare Alliance, Elder and Adult Day Services, Professional Registry of Nursing, Community Trades and Careers, Sunrise Services, CDM Services, Charley Reed, Brenda Carlstrom, and Jennifer Levy-Peck, Ph.D.

Continued on Page 2

---

*We are proud of our  
accomplishments  
and thank all who  
supported and  
guided us along  
the way.*

---

## Highlights and Good Bye, *continued*

---

*"Wishing you always...*

*Walls for the wind,*

*A roof for the rain*

*And tea beside the fire.*

*Laughter to cheer you,*

*Those you love near you,*

*And all that your heart*

*may desire."*

---

I'd also like to thank our current and past board members for their contributions; Beth Brown, Dennis Mahar, Stan Fukui, Andy Bell, Nicki Thomas, Jesse Magana, Thomas Bungert, Shawn Latham, Nicole Selene, Charley Reed, Luther Smith, Arlene Olney, Brenda Carlstrom, Luther Smith, Patrick Farrell, Katrinka Gentile, Stephanie Landass, John Donoghue, Nan Kelly, Kathleen Coster, Kathy Hull, Larry Garman, Patricia Stepp and Lori Flood. It's been a pleasure working with all of you. We have always appreciated your perspective.

A big thanks also to Rick Hall, our previous Executive Director and to Mindy Schaffner, the original Executive Director. Both individuals made great strides and contributions towards making HCQA successful in meeting and exceeding the goals set out in our statute and strategic plans.

And of course, thanks to the HCQA staff for all their hard work including; Vicki Payne, Lisa Livingston, Janell Kearin and Rick Bacon. We couldn't have done it without you.

Until we meet again,  
*Sherri Wills-Green*  
*Acting Executive Director*



**HCQA Board members gather with Staff for a farewell photo following their final Board meeting in May.**

Back row, L-R: Vicki Payne, Dennis Mahar, Nicki Thomas, Sherri Wills-Green, Beth Brown, Stan Fukui and Lisa Livingston. In front, L-R: Jesse Magana, Andy Bell, Thomas Bungert, Shawn Latham, and Brenda Carlstrom (past member). Not pictured: Rick Bacon and Janell Kearin.

## HCRRs to Participate in Pilot Program Serving State's Veteran's

*By Rick Bacon, Special Projects*

DSHS Aging and Disability Services Administration recently teamed with the Federal Veteran's Administration (VA), the Area Agencies on Aging (AAA), and Sunrise Services to offer a new type of service option to qualified veterans. It's called the Veterans Directed Home Services Program (VDHS). In this program, a veteran enrolled in the VA health care system who is determined to be 'in need of nursing home care' would be offered the opportunity to direct his/her own care. Instead of the usual package of services offered through VA, the veteran is assessed by the VA medical staff to determine the level of funding available to that individual. The veteran then can use these funds to purchase whatever is necessary to remain at home.

Items and services purchased can be quite varied, based on individual needs. The AAA case managers will work with the vets to assist in developing a purchasing plan. Sunrise Services will serve as fiscal intermediary and pay for the goods and services from the individual veteran's account. Among the services available will be use of the HCRRs to hire an Individual Provider. This would be the first time HCRR services will be available to non-Medicaid consumers in our state, but most importantly, the HCRRs will be providing a valuable service to those who served us all. The program is available in Pierce, King, Skagit, Whatcom, Jefferson, Clallam, Gray's Harbor and Pacific counties.

## Home Care Referral Registry Service Areas



**\* Note – gray areas indicate no Registry offices/services**

If you are receiving state funded in-home services and would like more information on how to hire a home care provider, contact the Home Care Referral Registry office at 1-800-970-5456.

## A New Home for an Innovative Program

*By Lisa Livingston, HCRR Program Manager*

Vicki and I are looking forward to the opportunity to continue supporting the Home Care Referral Registry through DSHS - Aging and Disability Services Administration (ADSA). Yet it is with a twinge in my heart that I say goodbye to the Home Care Quality Authority and to those we have worked so closely with to establish the Referral Registry as a genuine resource for consumers and providers in Washington State. Our Coordinators and support staff across the State are truly pioneers, establishing the Registry in their respective communities and readily making adjustments along the way.

Sherri and Rick have been carefully ushering the program to our new home with ADSA. It has not been a simple process but their work, along with the support of ADSA, will make this transition much smoother for everyone. Thank you.

**Note:** The Referral Registry statewide toll free phone number will remain 1-800-970-5456. Vicki and Lisa will have new phone numbers and e-mail addresses, after July 1<sup>st</sup>. Please see "Staff" box below.

### Resources for Consumers:

#### How to Hire Video and Resource Guide

- **NEW! YOUR CHOICE Video: *Supervising Your Individual Provider*** – Complimentary DVD's are available by contacting HCRR staff, or you can view at: <http://www.youtube.com/hcqa>
- **YOUR CHOICE Video: *How to Hire an Individual Provider*** - Complimentary DVD's are available by contacting HCRR staff, or you can view at: <http://www.youtube.com/hcqa>
- **STAY RIGHT WHERE YOU ARE: a *Resource Guide for seniors and Adults with Disabilities Living at Home*** Complimentary copies are available through the Department of Printing General Store: <https://fortress.wa.gov/prt/printwa/wsprt/default.asp>

**For more information or assistance with ordering your copies of the DVD or the Resource Guide contact the Home Care Referral Registry at 1-800-970-5456.**

#### HCQA STAFF:

Sherri Wills-Green, Acting Executive Director  
(360) 493-9372

[swills-green@hcqa.wa.gov](mailto:swills-green@hcqa.wa.gov)

Lisa Livingston,  
HCRR Program Manager  
**Available after July 1<sup>st</sup> at:**  
**(360) 725-2572**  
[lisa.livingston@dshs.wa.gov](mailto:lisa.livingston@dshs.wa.gov)

Vicki Payne,  
HCRR Program Manager  
**Available after July 1<sup>st</sup> at:**  
**(360) 725-2573**  
[vicki.payne@dshs.wa.gov](mailto:vicki.payne@dshs.wa.gov)

Janell Kearin, Admin. Assistant  
(360) 493-9352  
[janellk@hcqa.wa.gov](mailto:janellk@hcqa.wa.gov)

Rick Bacon, Special Projects  
(360) 493-9381  
[rbacon@hcqa.wa.gov](mailto:rbacon@hcqa.wa.gov)

**The Home Care Referral Registry** matches the needs of those who receive publicly funded in-home long term care services with pre-qualified in-home care providers. If you are receiving state funded in-home services and would like more information on how to hire a home care provider, contact the Home Care Referral Registry office at: 1-800-970-5456.